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Sep 5th 2018

Via ECFS  
Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to  
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I was so tired of dealing with the big companies for internet service provision; tired of supposed "cost-saving" bundles that locked me in to services I didn't need and paying more than necessary. Customer service was impersonal and frustrating while I was a locked-in customer. When I was finally free to leave and initiated that process...their "customer service" became bullying and tricky. Both with ATT (at home) and Comcast (at work).

Since I switched to a local broadband provider, I receive exactly the services I want (including phone landlines at both home and my small business office, which really matters to my business and my family), at prices that feel fair, and with responsive and personalized customer service when I need it.

If my choices are again reduced to only those two providers, my business and family lives would suffer; affordable, reliable internet service is something I rely on in both realms. Heavily.

I strongly support broadband competition.

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